

What you should know about
the People's Community Clinic:
\$20 pays for one flu shot. \$84

pays for a well child exam. \$715 pays for one full course of pre-natal care. \$96 pays for a chickenpox immunization. \$1,125 pays for office visits for a senior citizen for an entire year. \$125 pays for one office visit, including lab tests and pharmacy costs. \$325 ensures that children will receive a book at every well child visit for one month. \$900 pays for a full course of well child visits for a child from birth through age 10. \$1,733 pays for one full day of an off-site clinic for at-risk teens. \$650 pays for a year of medical care, supplies and nutritional counseling for one patient diagnosed with diabetes. 83¢ of every dollar donated goes toward patient services.

Overview

In 2005 the People's Community Clinic celebrated its 35th year, which is a remarkable achievement. The Clinic exists because of all the people who dedicate themselves to its mission and because our practices are in line with the best practices in the field. The practices can be emulated; the unique team of people is homegrown.

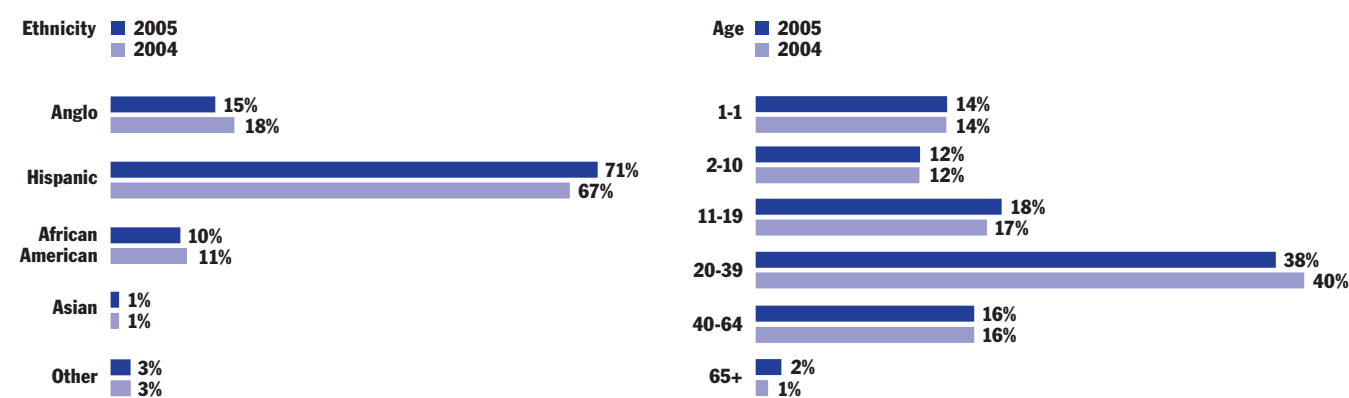
11,000 patients call the People's Community Clinic their medical home. We have pioneered a healthcare model that is focused on delivering the right care, at the right time, cost-effectively. The right care means that patients meet most of their primary care needs at a single location and see the same medical team every visit, which improves the quality and continuity of care. The Clinic also is implementing advanced technologies that allow patients to see a member of their medical team sooner—at the right time for the most effective treatment. And the Clinic continues to monitor the efficient use of its limited resources to ensure that it provides high quality healthcare, cost-effectively.

Each day I am amazed by the dedication of our staff and our board. Each day I am very grateful for the generous support of our community. Many thanks for making our work possible.

— Regina Rogoff, J.D., Executive Director

Patient Demographics

80% of PCC's patients are at or below 100% of the U.S. Federal poverty level (\$19,350/year for a family of four). Another 15% of our patients have annual incomes between 101% and 150% of the U.S. Federal poverty level. 5% have an income that is 151% of the U.S. poverty level. 83% of every dollar raised by People's Community Clinic is used for patient care.



Re-envisioning: The R3 Health Care Solution

We are implementing a new model for addressing healthcare needs after a thorough re-envisioning by the Clinic's Board and staff. The R3 Health Care Solution focuses on the partnerships existing within the healthcare process: between patient and provider, within the medical care team, and between PCC and our community. The solution provides greater capacity to deliver appropriate preventive care at a primary care clinic. Here, the patient's health is addressed before problems become acute and are, therefore, more expensive to treat, avoiding overburdened ERs. We provide the right care, at the right time, at the right cost. To implement the model, six necessary steps were identified:

Create Primary Care Teams: We are now assigning a primary care provider to each patient and have created two primary care teams of providers, nurses and medical assistants. Every patient can now receive greater continuity of care by seeing the familiar faces of the people on their team on each visit.

Complete Clinic Renovations: The Clinic's remodel was completed in 2004 and better supports our primary care teams, adding new exam rooms and providing a more pleasant environment for everyone. The renovation also decentralized our nurses and medical assistant stations to bring them closer to the patients.

Implement Advanced Access: Through our Institute for Healthcare Improvement Virtual Collaboration, we are taking steps to initiate "advanced access" scheduling. Our goal is to reduce the wait for appointments and open more appointment slots.

Increase Evening Clinics: To increase overall capacity, we have expanded evening clinic hours through a major grant from the Michael and Susan Dell Foundation.

Involve Patients as Partners: Patient participation and self-care is a key component of wellness. To advance this goal, we have partnered with Insure-A-Kid and others in the East Austin Health Care Promoters Project. The Community Health Promoters assist patients in their homes and their community.

Better Measure Our Results: We now have disease registry software to track health outcomes of groups and individual patients. Our mission is to improve the health of our patients, and the registry is one important tool in gauging our success.

One out of every four Texans has no health insurance – the People's Community Clinic is here for them. 11,000 patients call the People's Community Clinic their medical home. The People's Community Clinic's patient visits totaled 44,664 in 2005. 805 babies were born into the People's Community Clinic last year. 60% of the People's Community Clinic's \$5.2 million budget comes from private sources. Patient visits increased 14% in 2005. The People's Community Clinic saves tax dollars by offering an alternative to expensive emergency room care.



From left: Stephanie Whitehurst, Former Austin Mayor Kirk Watson, Dr. Lisa Doggett, and Congressman Lloyd Doggett.

No Free Lunch Luncheon

Thanks to many a generous supporter, the 9th annual People's Community Clinic Luncheon was a resounding success, raising \$156,000 for the Clinic's many services to the Austin community. Held at the Renaissance Austin Hotel, the benefit serves each year to raise awareness of the Clinic's mission and honor outstanding members of Austin's community, as well as providing a significant portion of the Clinic's crucial fundraising support base.

Emceed by Texas Monthly editor Evan Smith and co-chaired by Ann Kitchen and Bettye Nowlin, the 2005 Luncheon followed a strong tradition of being both no-nonsense and no frills. Author Sarah Bird spoke of her experience as a former Clinic patient. The W. Neal Kocurek Award for Health Care Advocacy was presented to Clarke Heidrick.

Former Mayor Watson was the keynote speaker and spoke of the relevance of quality medical care in his own family, saying "It's so simple we sometimes forget a basic truth: our health is the single most significant determinant of the quality of our life; the single most important factor in life itself. And yet we live in a time when far too many of us have little or no access to health care and are denied the ability to be as healthy as they can be. Part of the solution, of course, sits here in this room: the people who support and nurture People's Community Clinic—and have done so for 35 years now. This wonderful place, which is aptly named because of its focus on the people, is a nurturing, loving respite that allows members of our collective family to maintain their physical health. It is a clinic that knows no barriers and erects none. People's values people."



Patient Services

Prenatal Care
Gynecology and Family Planning
Adult Primary Care
Pediatric Care
Adolescent Health Services
Teen Prenatal Care and Parenting
Immunizations
Health Education
Diabetes Education and Nutrition Counseling

Social Work Services
HIV Counseling and Testing
Acupuncture
Hepatitis C Screening
Community Health Promoters
Reach Out and Read
Laboratory Services
Pharmacy Services

People's Community Clinic actively collaborates with leading health care providers, nonprofit organizations, businesses, planning groups, and government agencies to extend services and outreach to the greatest number of Austin's uninsured families. Through these collaborations, the Clinic provides a model for addressing healthcare needs at the local level. By forming partnerships and strategic alliances within the community, healthcare is dignified, affordable, and accessible. The Clinic was involved in formal and informal partnerships in 2005: Any Baby Can, AOMA, Austin Medical Education Program, Children's Wellness Center, LifeWorks, American YouthWorks, the Indigent Care Collaboration, El Buen Samaritano, Planned Parenthood, the Volunteer Health Center, South Austin Hospital, the Austin and Manor Independent School Districts, Phoenix Academy, the Liver Foundation of Central Texas, Reach Out and Read, St. David's Community Health Foundation, St. David's Health Care System, Seton Health Care System, and the Wright House Wellness Center. In addition to the central Clinic at IH-35 and 30th Street, PCC has outreach sites at LifeWorks, Phoenix Academy, and American YouthWorks facilities.

Annual Utilization Report

Medical Care Visits	2005	2004	2003
Prenatal	9,625	8,853	6,696
Family Planning	7,187	5,550	5,227
General Medicine	20,501	17,852	21,322
TOTAL	37,313	32,255	33,245
Health Support Visits			
Social Work Visits	1,026	2,784	1,851
Health Education Visits	1,895	1,653*	2,981
Diabetes Nutrition Class Participants	154	134	129
Diabetes Nutrition Individual Counseling	446	392	360
Other Clinic Visits			
Laboratory Tests	47,392	42,997	41,460
Prescriptions	13,903	12,320	14,478
Immunizations	12,680	10,492**	13,081

*Funding from the City of Austin for Health Education Outreach ended in February, 2004.

**Thanks to new immunization techniques, some immunization doses are now combined, making fewer injections necessary.

Operations for 2005 *Unaudited*

SOURCES FOR REVENUE (%)		
St. David's Foundation	14%	\$ 728,664
Partnership Grants (St. David's Medical Center & Aux.)	4%	210,000
Restricted Private Grants	13%	654,198
Capacity Campaign/Fundraising/Events	22%	1,131,523
United Way Capital Area	2%	119,885
Fees Paid by Patients	11%	569,630
Medicaid/Medicare Reimbursement	9%	491,382
City of Austin	10%	540,610
Federal and State Grants	9%	483,610
Multi-agency Collaborations	4%	209,047
In-Kind, Interest and Miscellaneous Income	1%	71,796
Fund Balance Contribution		13,597
TOTAL 100%		\$5,223,942
EXPENDITURES (%)		
Personnel	57%	\$2,946,273
Contract Personnel	12%	624,024
Outside Laboratory	6%	302,004
Pharmaceuticals	3%	136,182
Patient Care & Medical Records	1%	67,243
Facilities & Maintenance	6%	295,126
General & Administration	3%	175,092
Development & Fundraising	5%	273,356
Capital Expenditures (incl. renovation)	0%	13,374
Other Expenditures	3%	176,000
Collaborations	3%	172,848
In-Kind	1%	42,420
TOTAL 100%		\$5,223,942

2005: Quality Care

2005 was an exceptionally good year for People's Community Clinic, culminating in receipt of the prestigious Ethics in Business Award from the Samaritan Center. The award recognizes PCC's 35 year history of providing high quality affordable healthcare to the Austin and central Texas communities. PCC's Medical Director Dr. Louis Appel and Executive Director Regina Rogoff were both recognized by the *Austin Business Journal* as "Healthcare Heavy Hitters". For the first time the *ABJ* also ranked PCC in its list of Top 25 Austin Non-Profits.

The Clinic's Capacity Campaign has been highly successful, raising more than \$5.5 million. We made great strides toward achieving the goal of increasing patient visits by twenty percent between 2004 and 2006. At the end of 2005 clinic-wide visits were up 13.6% over the 2004 baseline, and provider visits were up 16.3%. We expect to surpass our goal by the end of 2006.

To achieve these results PCC has implemented several significant changes in day to day operations. We increased pediatric hours in the evenings, making well-child visits more accessible and convenient than ever for working parents. Staff is also working to decrease our "no-show" rate, so that we can optimize our most precious resource—the time our providers have available. The no-show rate dropped from an average of 23.65% in August 2004 to 18.65% in December 2005. This is one of a number of efforts that are a result of our participation in the Institute for Healthcare Improvement Virtual Collaboration.

At the same time PCC's core services continued to provide excellent medical care to children, adolescents and adults. 11,000 patients now call the Clinic their medical home. The Clinic's prenatal program served a growing number of patients, resulting in the birth of 805 babies in 2005, thus exceeding by 3% the number of deliveries in 2004.

The Clinic also moved toward greater efficiency and stronger evaluation with the adoption of a disease registry this year. Data on over 500 diabetic patients has been entered in the registry, and more will be added in the coming year. The registry is an essential and innovative tool that enables the Clinic to monitor chronically ill patients and establishes

an electronic reminder system for providers. Information on these patients is updated regularly and followed over time to determine the impact PCC's care has on their health status.

Other 2005 milestones... The East Austin Community Health Promoters Project was launched with funding from the St. Luke's Episcopal Health Charities and others, allowing PCC to hire and train five lay health promoters who make home visits and conduct other outreach efforts in the community targeted toward families with especially challenging health issues...PCC also received its first major federal grant. The \$50,000 a year, five-year HRSA grant supports PCC's Developmental Clinic for children and adolescents, supplementing existing medical services with access to psychological testing and counseling.

The Clinic's success is tied directly to its strong and active Board of Directors and the formation of the PCC Advisory Board. The increases in our capacity to serve our patients were made possible in part through gifts from major new funders like the Michael and Susan Dell Foundation and the Topfer Family Foundation. Also critical was the continued support of sustaining funders like the St. David's Community Health Foundation and the Travis County Hospital District, as well as the on-going and growing support of countless individuals, businesses and foundations. Events also play a key role in our success. 2005 was the second year in a row that the Clinic received the proceeds of the *Austin American-Statesman's* Capitol 10K, and the Clinic was named the 2006 race beneficiary for both the 10K and the Junior 'Dillo. The Clinic's annual "There's no such thing as a free lunch" luncheon was the most successful ever, with an inspiring keynote speech by former Austin Mayor Kirk Watson.

2005 Ethics in Business Award

PCC was winner of the Samaritan Center's Ethics in Business Award in the non-profit category this year. The Awards were launched in 2002 to recognize exemplary ethical standards and practices by businesses, nonprofit organizations and individuals in Central Texas. St. Edward's University, the Samaritan Center's partner in the Ethics in Business program, directed the yearlong nomination and selection process.

Marsha Kelliher, Dean of the School of Management and Business at St. Edward's University, said, "The awards process is a unique opportunity for our students and the community to collaborate in raising awareness of ethical issues and practices. St. Edward's is pleased to be part of a program that recognizes organizations and individuals who strive each day to do the right things."

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Carol Clark, Ex Officio
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Chief Financial Officer
Margaret Henkels
Director of Development
Joining the 2006 Board of Directors are Deborah Hiser, J.D.; Olivia Juarez; Jack McDonald; and Judy Osborn.



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Statesman Capitol 10K, 2005

People's Community Clinic was the beneficiary of the *Austin American-Statesman's* Capitol 10K for the second year in a row, bringing the total raised through the race to more than \$340,000. Such significant, unrestricted funds were the cornerstone of both the 2004 clinic renovation and of sustaining core medical care. To top it off, the Statesman made the Clinic the beneficiary of both the Cap 10K and the Junior 'Dillo Kids Run in 2006.

Mission and Values

Our mission is to improve the health of medically under-served and uninsured Central Texans by providing high quality, affordable health care. The values of People's Community Clinic are to be:

Patient-centered: Decisions and operations sustain and enhance patients' dignity and welfare.

Caring: Relationships promote continuity of care and support patient self-care and wellness.

Community-oriented: Clinic outreach efforts expand and support healthcare.

Cost-effective: Clinic resources are utilized efficiently.

Mutually respectful: Recognizing and appreciating each individual's contributions to achieving the Clinic's mission and to create a rewarding and pleasant workplace.

